

TELECOMMUNICATIONS BULLETIN

March 19, 2007
CMS 07- 10

Bureau of Communication
and Computer Services

From:

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Customer Solution Center

Wireless: Caller ID Block

Central Management Services (CMS) has established a new policy removing "Caller ID Block" as a standard feature on state issued cellular phones. This policy changes the provisioning of new phones and will necessitate the re-evaluation of existing cellular lines.

Effective April 15, 2007, the CMS Customer Solution Center (CSC) will no longer automatically provision new cellular lines with Caller ID Block. If your agency's new cellular lines require Caller ID Block, all Telecommunications Service Requests (TSRs) for cellular service must specify the feature is needed.

A representative from the CSC will be contacting each agency's Telecommunications Coordinator to address the Caller ID Block feature on all existing lines. A spreadsheet of each agency's cellular lines will be provided allowing Coordinators to make an independent decision for each user whether or not Caller ID Block should remain on the line. Agencies may prepare one TSR and attach a spreadsheet to identify all lines that should retain Caller ID Block. Forward the TSR and attached spreadsheet to the Customer Solution Center for processing.

If you have questions regarding this issue, please do not hesitate to contact the CSC.

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For more information...
visit our website at
www.state.il.us/cms/telecom